

The Hepatitis Education Project (HEP) is seeking an Operations Manager/Chief Operating Officer to manage the agency's day-to-day programs and specific projects. Reporting to the Executive Director (ED), the Operations Manager/Chief Operating Officer will have both internal and external facing responsibilities, ranging from program and project management to administration and human resources. Program oversight will include medical case management, hepatitis testing, hepatitis vaccination, and our work in the corrections setting. The ideal candidate will possess excellent organizational skills, write well, communicate effectively, and be familiar with most office software. Experience in public health and social services is preferred. Knowledge of hepatitis trends, harm reduction theory, and social justice practice is also preferred. People living with hepatitis C, hepatitis B, and/or those who have been incarcerated are strongly encouraged to apply. HEP is committed to expanding diversity in the work place and promotes equal employment opportunities for all applicants and employees. We believe a diverse work force strengthens our team and supports HEP's innovative approaches to address health disparities and engage underserved communities and clients.

#### **JOB DESCRIPTION**

##### **Program Oversight:**

- Oversee HEP's day-to-day operations and programs under the supervision of the ED
- Work collaboratively with individual program managers to:
  1. Ensure that all program activities operate efficiently, consistently and ethically within the mission and values of HEP
  2. Identify collaborating agencies and partners
  3. Foster and maintain relationships with community-based organizations, county and state agencies
- Manage and cultivate existing relationships with funders to secure and expand recurring revenue streams
- Work with ED to prepare and submit an annual operational budget to Board of Directors for review and approval
- Oversee most human resources

##### **Human Resources:**

- Maintain and update job requirements and job descriptions for all positions
- Update and maintain new hire manual and oversee onboarding of new hires
- Update and maintain organizational Policies and Procedures
- Maintain employee benefits programs and inform employees of benefits; recommend benefit programs to management

##### **Strategic Plan Implementation:**

- Provide programmatic leadership and input for strategic plan implementation processes with the ED and staff
- Develop and implement a system for tracking and reporting on the progress of the strategic plan implementation

**Minimum Requirements:**

- Bachelor's degree
- Three or more years of demonstrated experience in program management
- Demonstrated experience working with diverse and underserved communities to address health disparities
- Demonstrated proficiency in MS Office (e.g., Word, Excel, Outlook, PowerPoint)
- Professional communication and presentation skills; ability to interact professionally with policymakers and health care providers at the local, regional and national level
- Excellent written communication skills, including strategic marketing materials and social media
- Proven ability to manage and prioritize multiple tasks and short deadlines
- Proven ability to work both independently and as part of a team
- Sense of humor

**Desired:**

- Master's degree in public health, public administration, social services or other related field
- Knowledge of hepatitis trends and epidemiology
- Demonstrated experience working in a harm reduction and social justice practice setting
- Experience implementing programs for public health and/or community-based organizations
- Knowledge of health care reform
- Grant writing experience

To apply, please send cover letter and resume to [chamato@hepeducation.org](mailto:chamato@hepeducation.org). The deadline is January 29, 2016.